



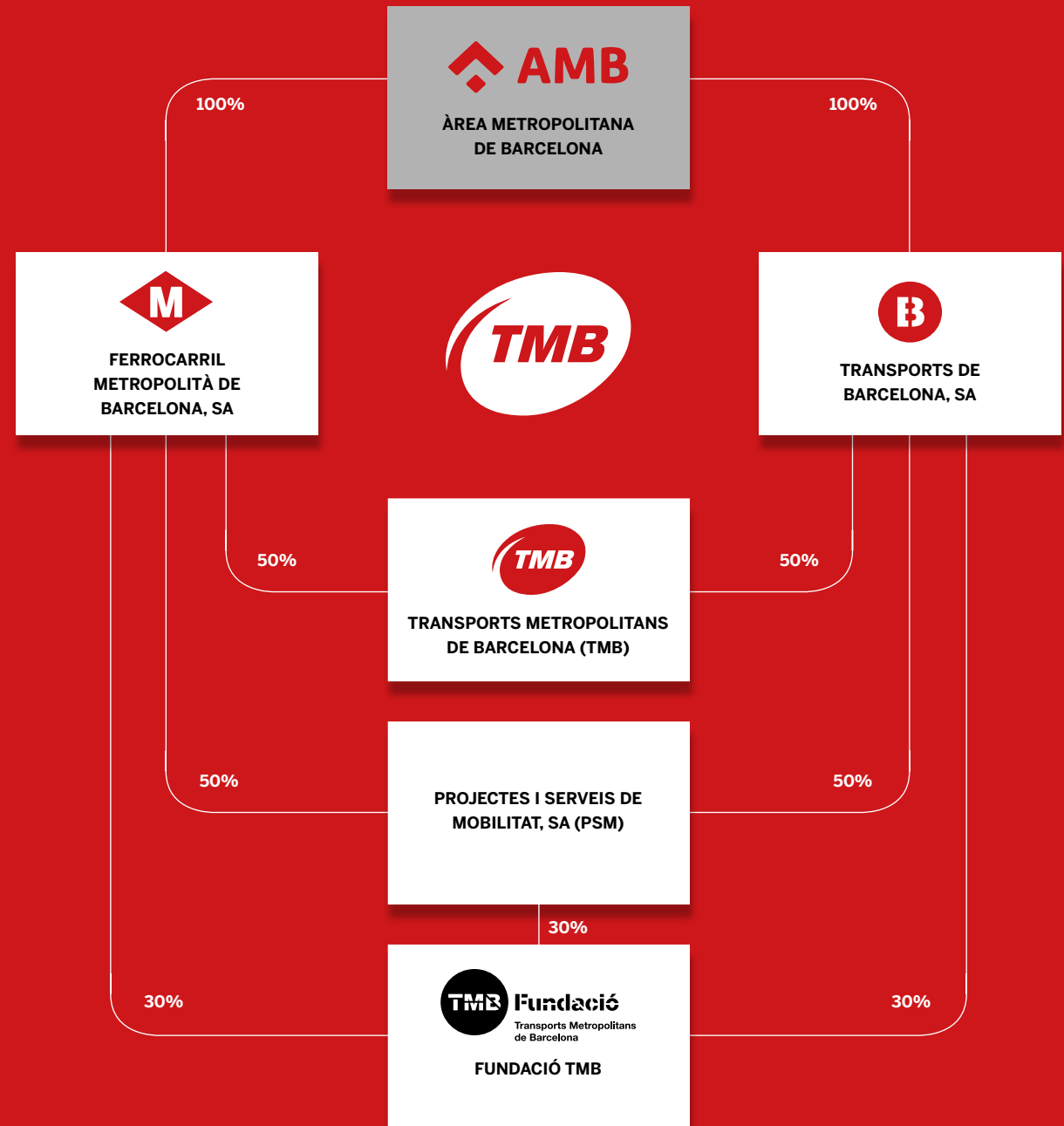
**Transports
Metropolitans
de Barcelona**

What is TMB?



Transports Metropolitans de Barcelona (TMB) is the common name for the companies Ferrocarril Metropolità de Barcelona, SA, and Transports de Barcelona, SA, which manage metro and bus networks of the metropolitan area of Barcelona.

It also includes the companies Projectes i Mobilitat, SA, which manages the Montjuïc Cable Car; Transports Metropolitans de Barcelona, SL, which manages fare products and other transport services, along with the TMB Foundation, which safeguards the historic heritage of TMB and promotes the values of public transport through social and cultural activities.



Global activity 2018

TMB serves the city of Barcelona and 10 towns in the metropolitan area.

It is the leading public transport operator in Barcelona and a point of reference for public mobility companies in Europe and the world.

DEMAND



Passengers carried

614,980,000

(TOTAL IFS ENVIRONMENT: 1,025,400,000)



Percentage of journeys within the scope of action

59.9%



Workforce

8,204



Places-km

20,920.03



Journey made in cars/useful km

135,509.86

OFFER

Mission

**We are
here to offer
a public
transport
network,
which...**

- Contributes to the improvement of public mobility and to the sustainable development of the metropolitan area.
- Guarantees the best customer service.
- Develops social responsibility policies.
- Respects a framework of economic viability and efficiency.





Vision

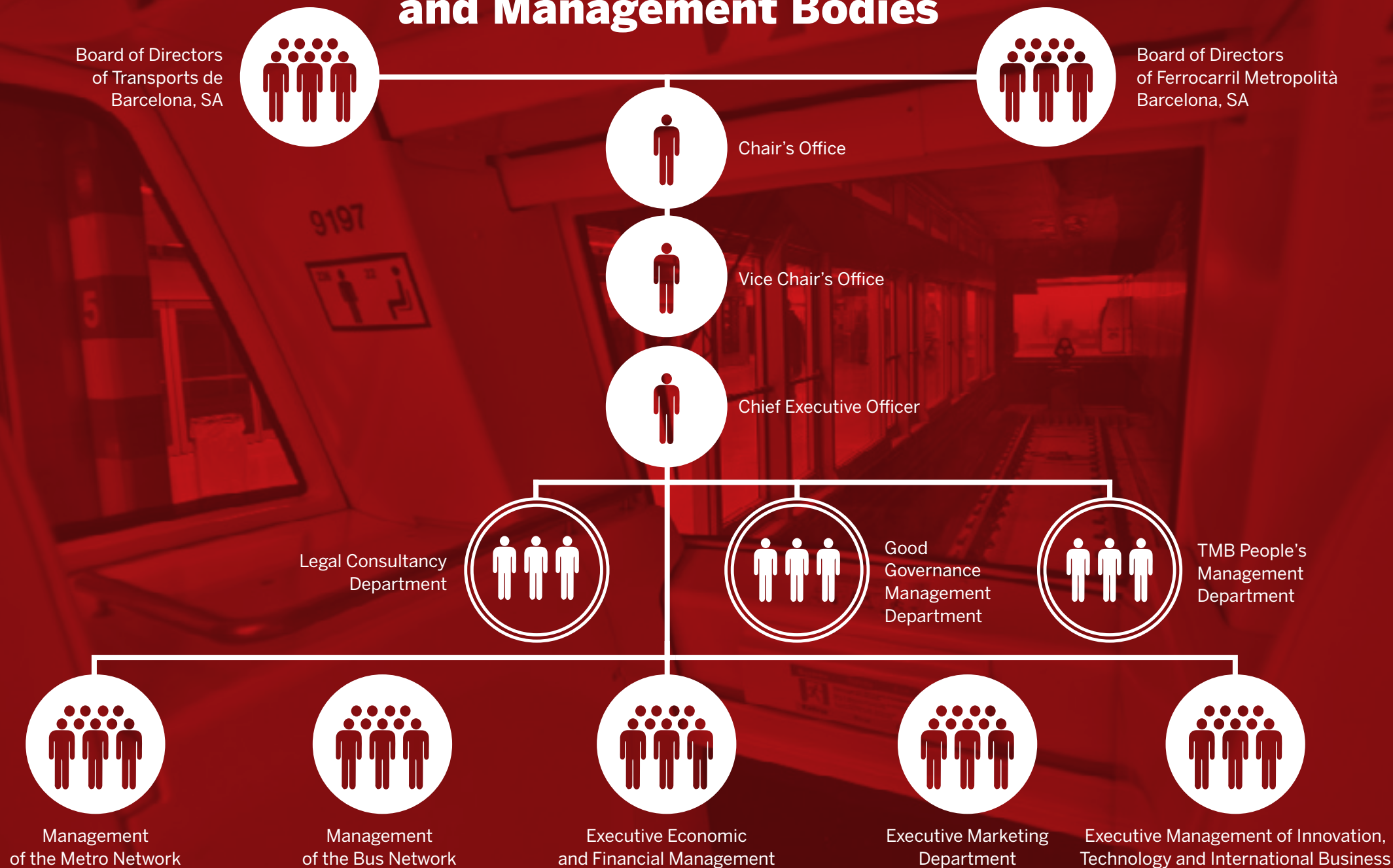
**We want to be
a public transport
and mobility
company that
is competitive
and a benchmark
throughout
Europe:**

- For its contribution to improving mobility in the metropolitan area, to urban sustainability and to the environment.
- For the technical quality provided and the quality perceived by the general public.
- For the efficiency of its processes and optimisation of resources;
- For the efficient use of technology as a lever for improving service levels and efficiency.
- For the excellence of its workers.
- For its commitment to society and the general public.
- For its international presence.

Values

- Commitment and a vocation for public service.
- Excellent service, efficient management.
- Socially responsible behaviour.
- Openness to innovation.
- “Win-win” relations
- Recognition and fairness.
- Teamwork and team spirit.
- Integrity and honesty.
- Commitment to personal and professional growth.
- Respect.

TMB Administration and Management Bodies



TMB services and products

Regular transport



- Bus Network
- METRO Network

Tourist services



- Barcelona Bus Turistic
- Catalunya Bus Turistic
- Telefèric de Montjuïc
- Tramvia Blau

Non-fare business



- Retail areas
- Vending and automatic services
- Special services
- Telecommunications recordings and photographic reports (FO-3G/4G)
- Advertising supports
- Sales channels (DA - E-COMMERCE)

International business



- Transport consultancy
- Operation and maintenance of other transport networks

Scope of action

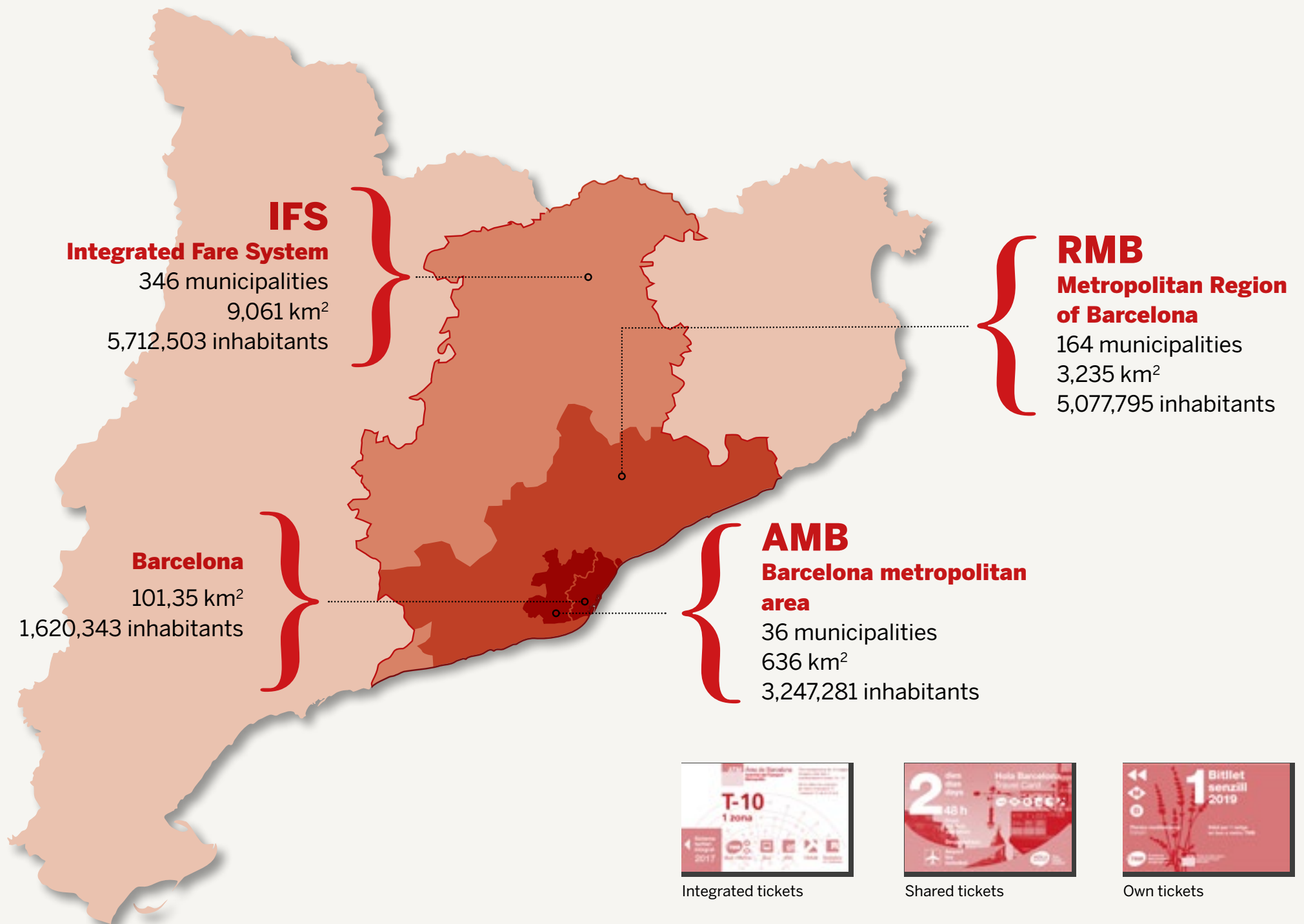
Barcelona

Metropolitan area

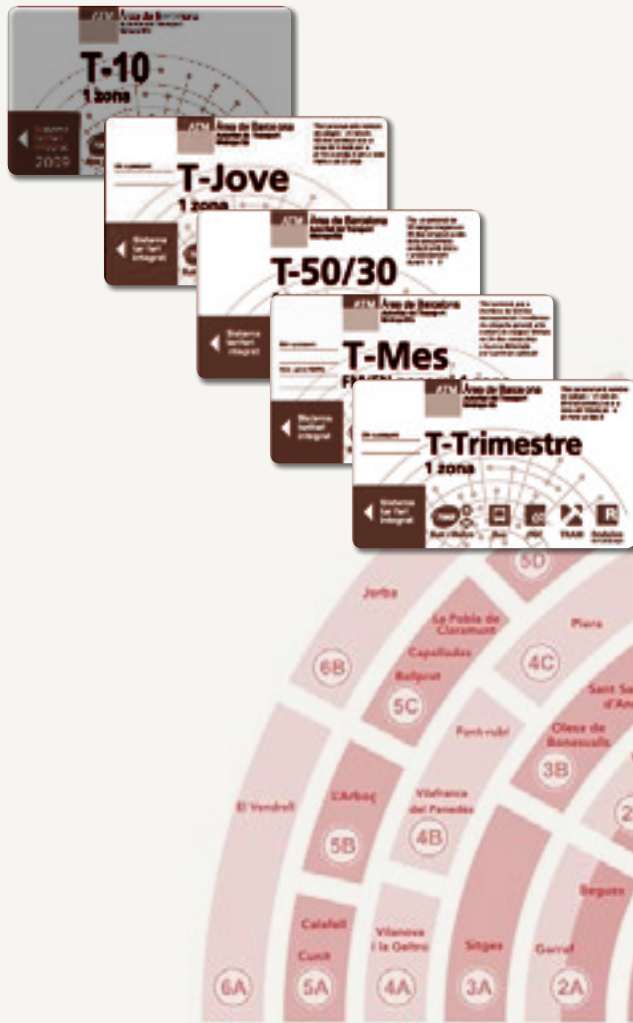
Metropolitan region

TMB serves the city of Barcelona and its metropolitan area, included in the Integrated Fare System (IFS) of the metropolitan region of Barcelona.





The Integrated Fare System addressed to residents



All transports systems can be used (metro, urban buses, metropolitan and interurban buses, Tramvia, Ferrocarrils de la Generalitat de Catalunya i Rodalies de Catalunya), with a single transport ticket, making transfers more economical.

This system means that four different transport systems can be used and three transfers can be made within a time and space limit, established for the number of zones of the card used.

The shared fare system

HOLA BCN!, tickets, addressed to non-residents. Unlimited travel for 2, 3, 4 or 5 days with a single card.

Public transport is one of the best ways to move around Barcelona. Therefore, TMB created the Hola BCN! card to travel comfortably around the city.

The Hola BCN! card is an individual ticket, which enables non-residents of Barcelona to use it as many times as they want: the metro, bus (TMB), railway (FGC, zone 1), Montjuïc cable car, tramvia (TRAM) and suburban trains of Catalonia (zone 1).



A photograph of a crowded train platform, likely in Japan, with a train on the right and a large group of people on the left. The image has a strong orange-red color cast. The text "Institutional environment" is overlaid in the center.

Institutional environment

Administrators and operators of transport

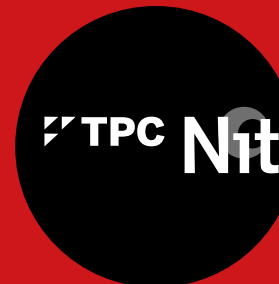
The public administrations and operators that interact with TMB are institutions and companies with responsibilities within the scope of action of the Barcelona metropolitan area.

The importance of the public administrations as TMB stakeholders, is a result of its financing, its regulatory action (regulations and legislation) and their shareholding.

Barcelona
Metropolitan Area



Generalitat
de Catalunya



Autoritat del
Transport Metropolità

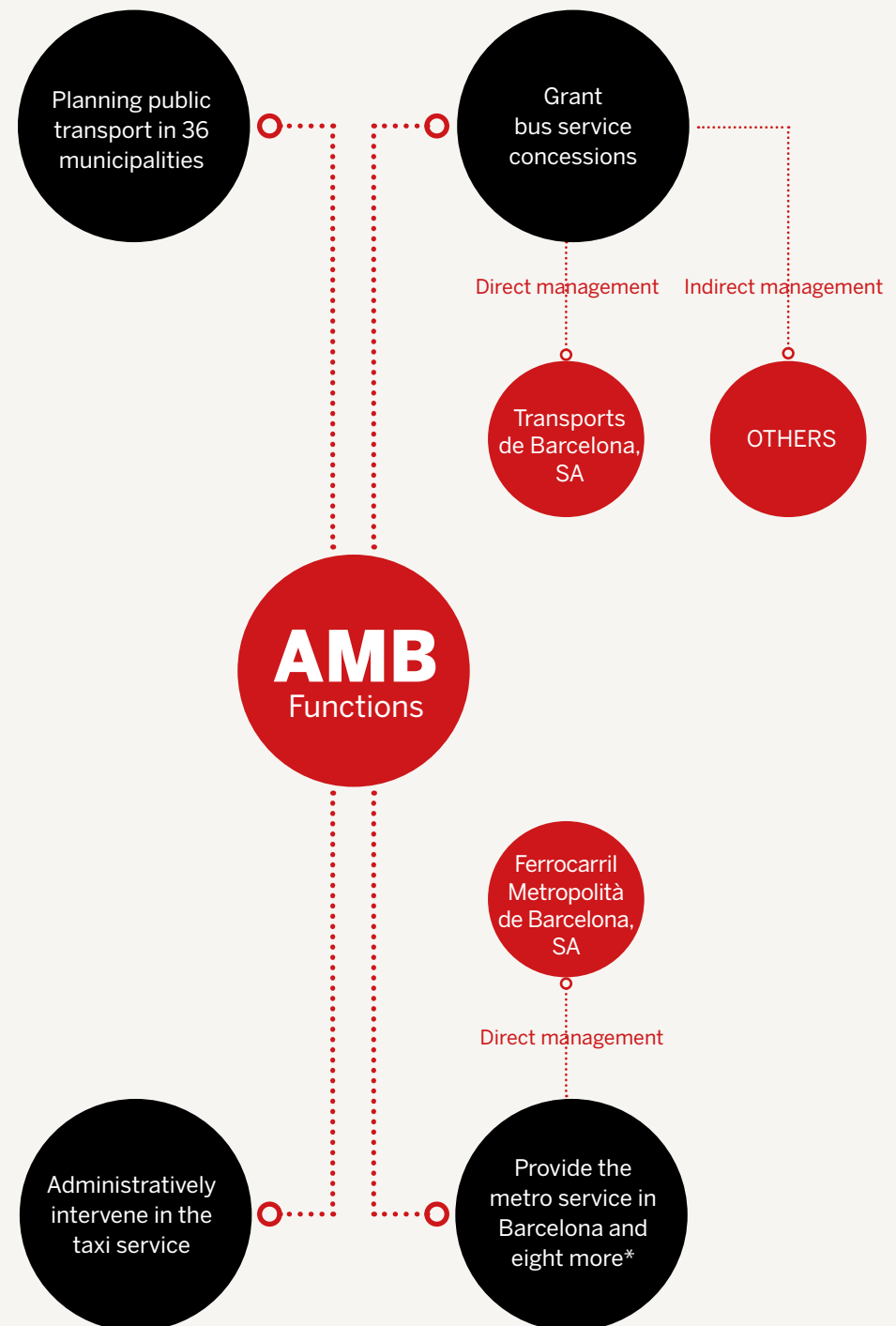


Àrea Metropolitana de Barcelona (AMB)

It is involved in the fields of territory and urban planning, transport and mobility, the environment, economic promotion and strategic planning.

Regarding transport, it carries out the functions indicated in the right-hand diagram.

* Badalona, Cornellà de Llobregat, Esplugues de Llobregat, l'Hospitalet de Llobregat, el Prat de Llobregat, Sant Adrià de Besòs, Santa Coloma de Gramenet and Montcada i Reixac.



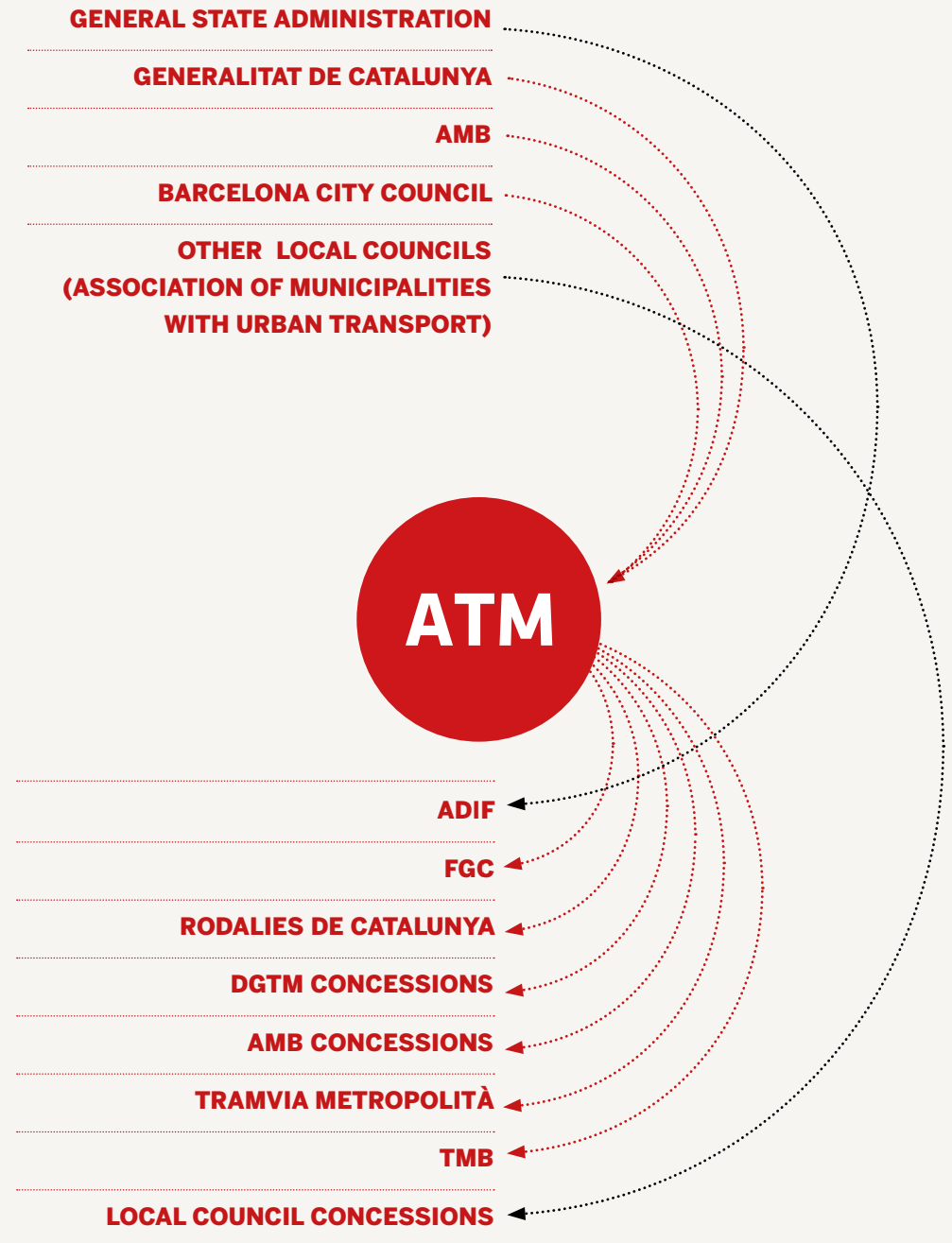
Autoritat del Transport Metropolità (ATM)

Consortium established in 1997 to coordinate and plan transport of the metropolitan region of Barcelona. It is formed by the Generalitat de Catalunya (51%), the Barcelona City Council (25%) and the Barcelona Metropolitan Area (24%).

The General State Administration (AGE) is an observer.

Functions: major planning of infrastructures, fare integration, programme contracts and infrastructure agreements (IFS) included of the area of Barcelona and all TMB the metropolitan region (346 municipalities).

Scope of ATM: it includes all the Integrated Fare System (IFS) included of the area of Barcelona and all the metropolitan region (346 municipalities).



Mobility in the TMB area of influence



59.9%

Demand for collective public transport within the scope of the Integrated Fare System was calculated at 1,025.4 million journeys in 2018. 615.0 million correspond to TMB out of all journeys registered, that is 59.9%.

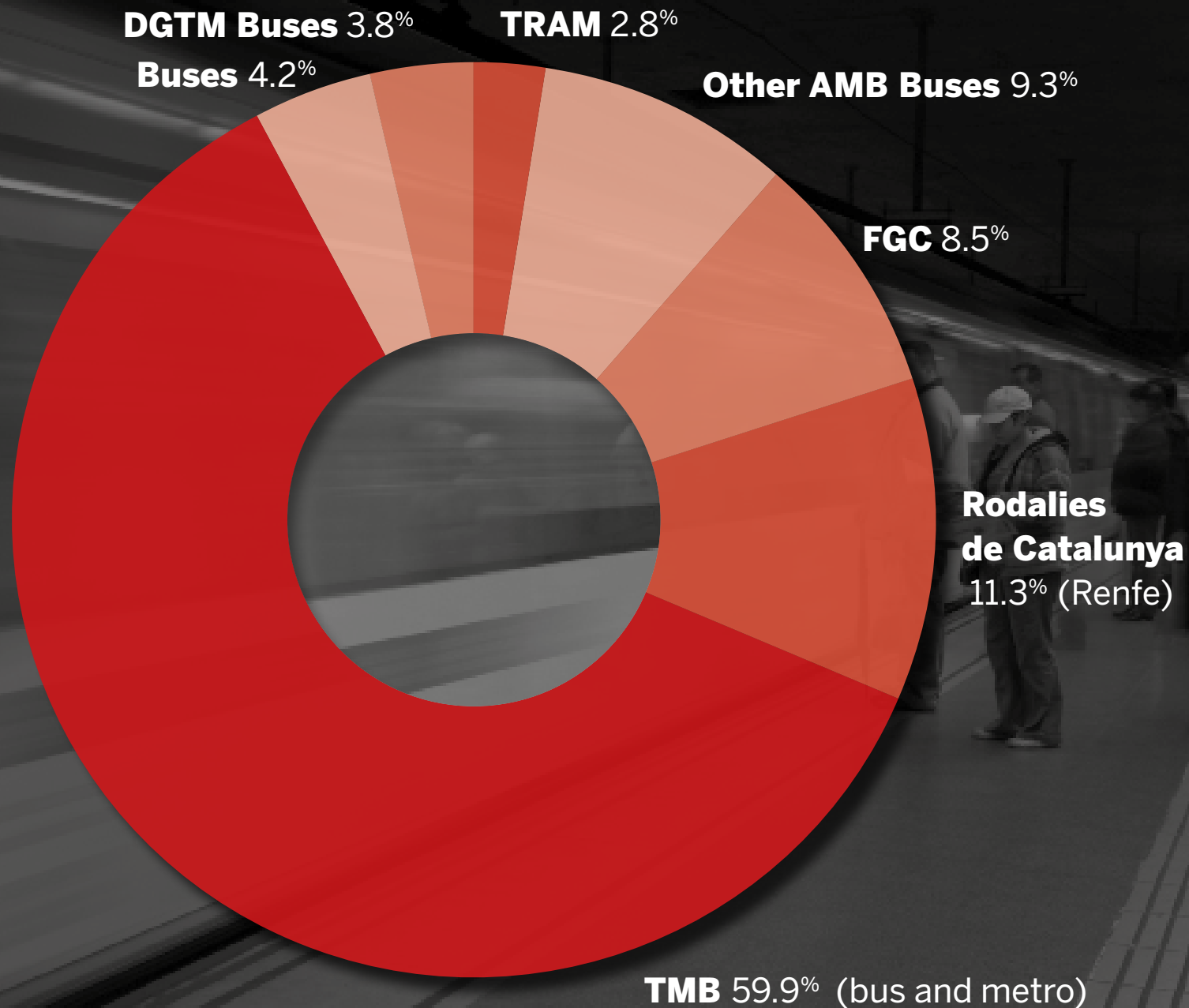
1,025,400,000

passengers with public transport

615,000,000*

TMB users

Distribution of public transport passengers by operator



Public transport in the metropolitan region of Barcelona

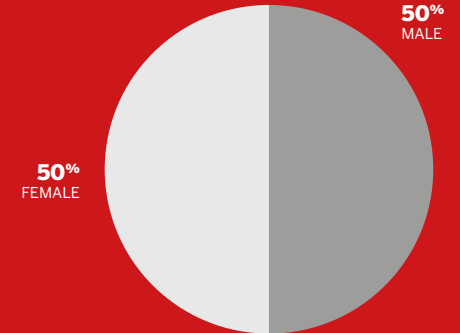
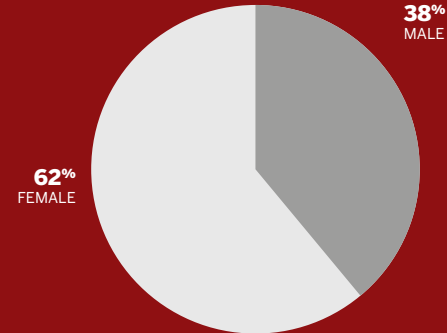
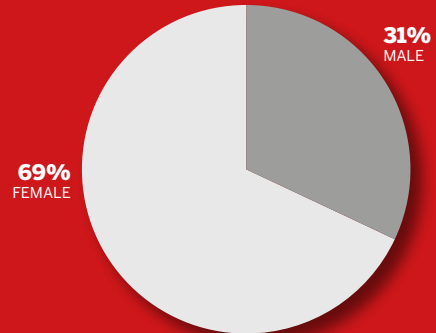
	* MILLIONS		VARIATION 2018/17	
	JOURNEYS 2018*	JOURNEYS 2017*	ABSOLUTE NUMBER	%
METRO	407.5	390.4	17.1	4.4%
BUS	207.5	202.0	5.5	2.7%
TOTAL TMB	615.0	592.4	22.6	3.8%
FGC	87.2	84.3	2.9	3.4%
RODALIES DE CATALUNYA (RENFE)	116.2	113.5	2.7	2.4%
TRAMVIA	29.1	28.0	1.1	4.0%
AMB BUSES	95.8	89.9	5.9	6.5%
DGTM BUSES	39.2	36.2	3.0	8.5%
URBAN BUSES	42.9	41.6	1.3	3.2%
TOTAL	1,025.4	985.9	39.5	4.0%

PROFILE OF RESIDENT CUSTOMERS BUS

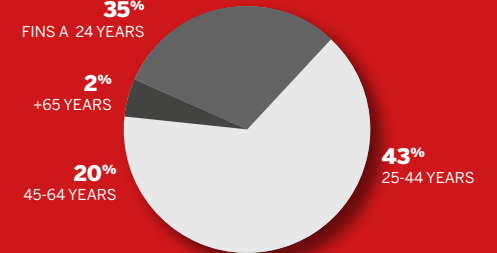
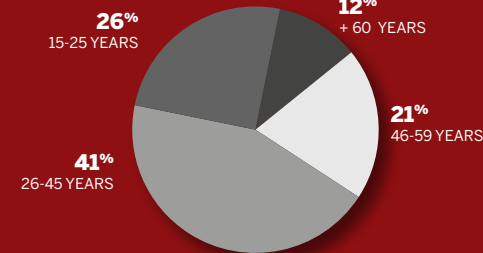
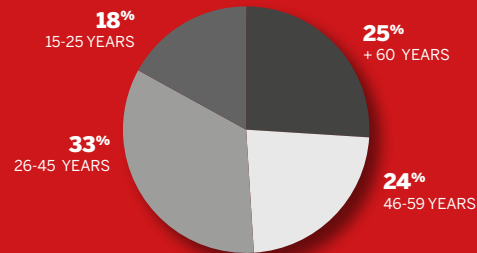
PROFILE OF RESIDENT CUSTOMERS METRO

PROFILE OF NON-RESIDENT CUSTOMERS - TOURIST

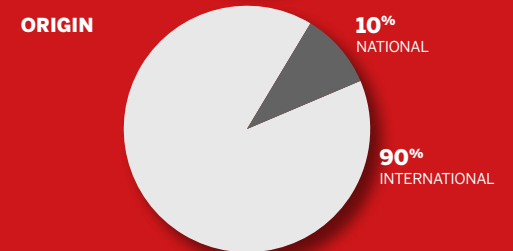
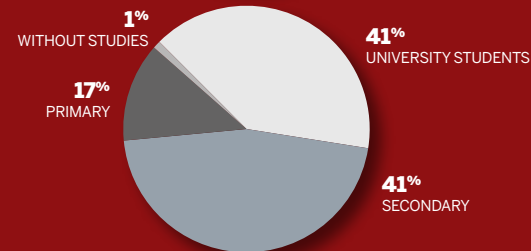
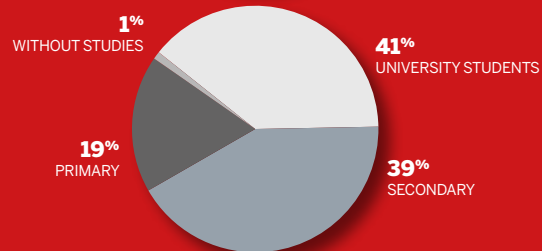
GENDER



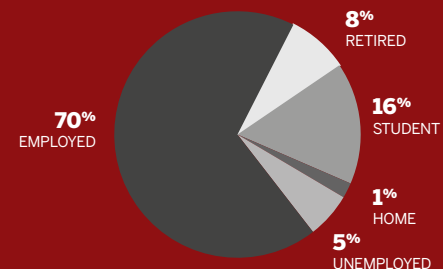
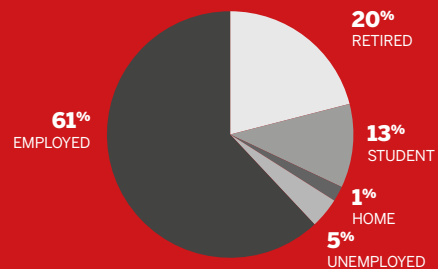
AGE



STUDIES



EMPLOYMENT



A model of management based on commitment and social responsibility

TMB works towards improving the city and its surroundings, as the main operator of its mobility, taking on future challenges to produce changes.

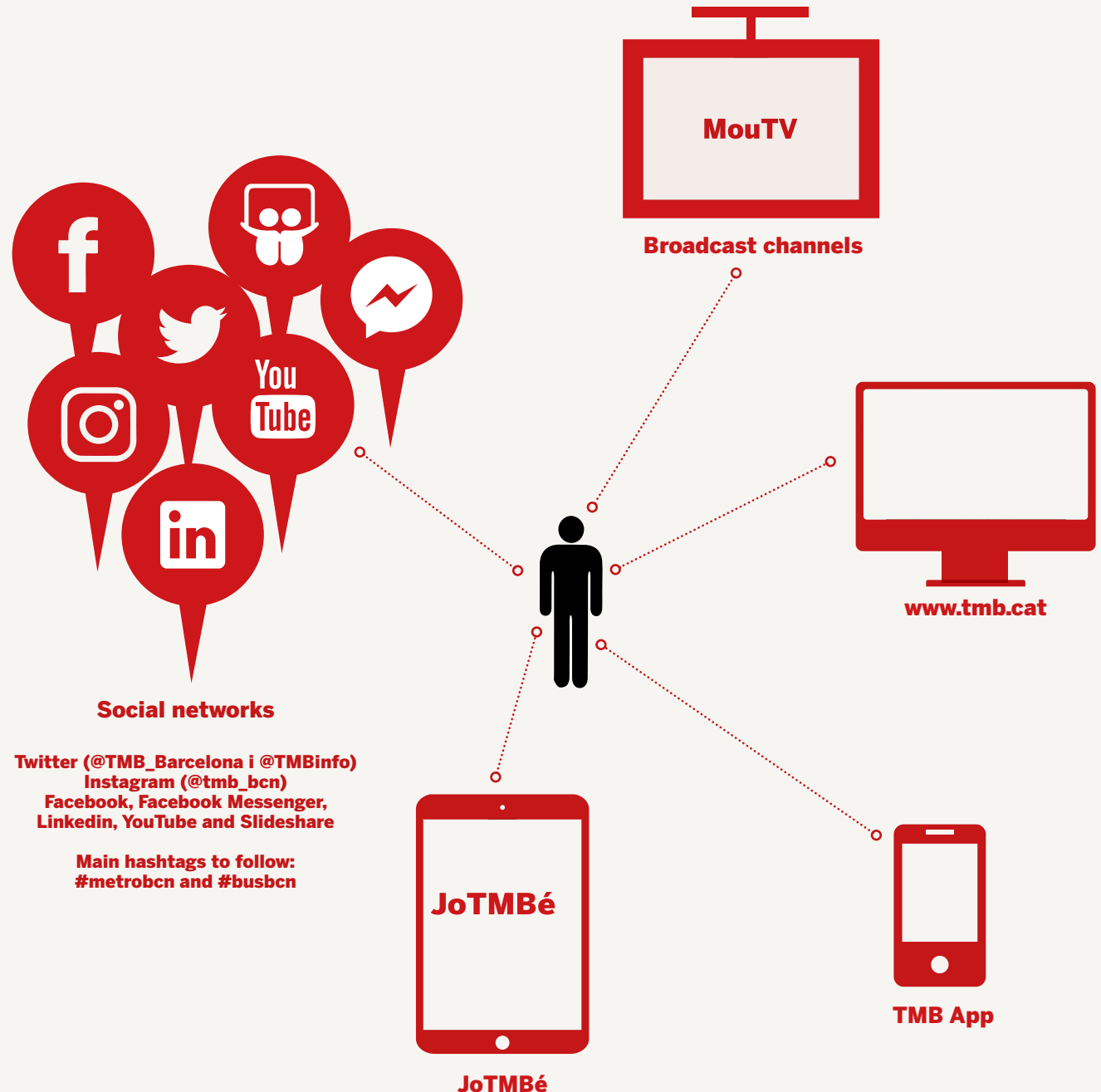
The following are the basic criteria of its management:

innovation culture, constant improvement, rigour and transparency.

Its main objective is to become a public benchmark company. For this purpose, it promotes all its programmes of action, protection of the environment, energy saving, the promotion of social inclusion plus accessibility policies - values of sustainable, inclusive mobility.

Close to people

TMB has developed a set of digital tools designed to communicate, inform, attend, share and relate with people, in order to adapt to their needs at all times.



Telephone and face-to-face customer service:

Punts TMB 902 075 027 (from 8 am to 9 pm)
The 010 attends from Monday to Sunday,
from 0 to 24 h

Non-residential environment

We connect with visitors

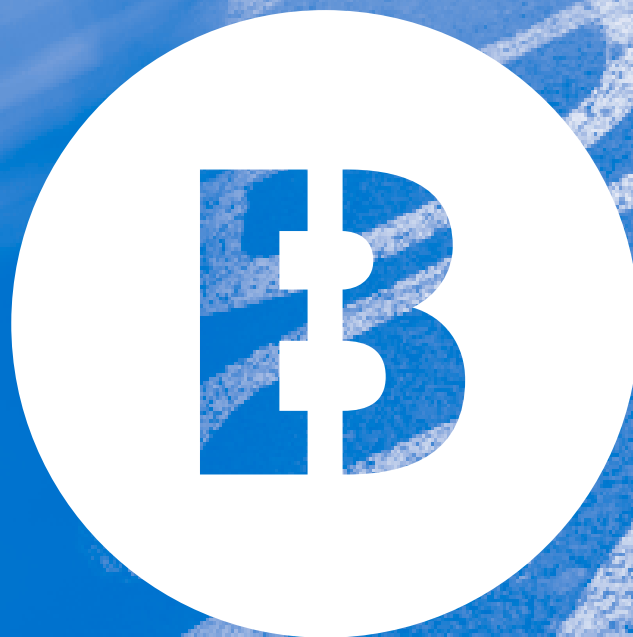
“Hola Barcelona”, which includes mobility services for tourists and non-residents, also has active digital presence, to improve travelling experiences.

We bring Barcelona closer to visitors, from a different perspective to what tourist guides offer, through our websites and social network profiles.





Transports
Metropolitans
de Barcelona



www.tmb.cat

Barcelona buses

With a fleet of over 1,000 vehicles, all adapted for people with reduced mobility, and 98 routes, the TMB bus network serves Barcelona and 10 towns of its metropolitan area.



Source: TMB (2018)



1,140

ADAPTED VEHICLES

829.68¹

KM

2,590²

STOPS: 1,371 BUS SHELTERS + 1,170 BUS STOP POLES

211.72

KM OF BUS LANES

101

ROUTES

4,506

PEOPLE FORMING THE WORKFORCE

1)

CONVENTIONAL ROUTES + HIGH-PERFORMANCE ROUTES
+ LOCAL ROUTES

2)

BARCELONA BUS TURÍSTIC AND TRAMVIA BLAU ROUTES
ARE NOT INCLUDED



202,910,000

Today, over 202.91 million passengers per year use the TMB bus network (207.47 if the Bus Turístic is included), almost 20.2% of the total number of passengers of the metropolitan region.



Places-km (MILLIONS)
3,465.42



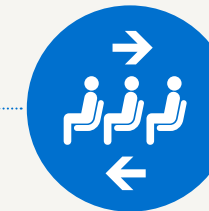
Cars-useful km (THOUSANDS)
41,153.52



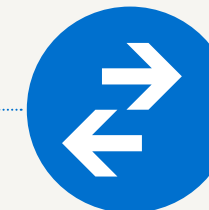
Journeys (MILLIONS)
202.91



Passengers per car
(USEFUL KM)
5.04



Passengers-km
(PLACES-KM/1,000)
167.63



Average journey
2.80Km

CSXB

Bus network support centre

The bus fleet is coordinated from CSXB in real time, in order to accomplish the planned service. The frequency of routes is managed and regulated, incidents that may arise are minimized, and information and assistance systems of the service provision are controlled.

Business operation centres

TMB has four depots or business operation centres (CON), which manage the assigned bus routes, and programme and plan the service.

**1,140
vehicles**



**Horta
384
vehicles**



**Triangle
234
vehicles**



**Ponent
151
vehicles**



**Zona Franca
371
vehicles**



439

DIESEL BUSES



383

NATURAL GAS BUSES



9

ELECTRIC BUSES



309

HYBRID BUSES (DIESEL + ELECTRIC)

The cleanest bus fleet in Europe

TMB's commitment to sustainability and the improvement of air quality, makes it the cleanest bus fleet in Europe.

Every year, TMB replaces buses that have ended their life span of 14-15 years, for other more innovative and efficient buses, in order to reduce pollutant emission.

A photograph of a person in a motorized wheelchair boarding a bus. The person is wearing a dark jacket and glasses. The bus is white with blue accents. The background shows a city street with other vehicles and buildings. The image has a blue tint.

An adapted network

Since 2007, the whole TMB bus network is adapted for people with reduced mobility.

Work is now being done to make all vehicles accessible to people with functional disabilities.

Accessibility

The bus network that a 21st century city deserves

Where we come from

A network inherited from the tram network a century ago. With the growth of Barcelona, routes were extended and overlapped, to create a network with little sense, duplicating lines and routes, which affected speed and frequency. It did not connect different zones at all well and the network was difficult to understand and read on a map.

Where we're going

Once fully implemented, the new bus network will be formed by 28 high-performance routes, 17 going vertically (sea-mountain), 8 horizontally (Llobregat-Besòs) and 3 diagonally. These are complemented with 35 conventional routes and 37 local routes.



Characteristics of the bus network



Easy

User friendly: routes with more direct and straight itineraries, designed with greater efficiency and logic.



Connected

Maximum connectivity: it reaches all corners of the city and improves connection with other bus routes and public transport.



Frequent

More frequency: buses pass more frequently and with a wider time slot, shortening the waiting time at bus stops.



Interchangeable

Areas of interchange: located where vertical, horizontal and diagonal routes cross, in both directions, to link one line to another in an easy, simple and comfortable way.



Barcelona metro network

The Barcelona metro network has eight lines (five conventional lines and three automatic lines). It also includes the Montjuïc Cable Car. There are a total of 159 stations and 156 trains operating in the rush hour.



8

LINES

5

CONVENTIONALS

3

AUTOMATIC

121.4

KM OF TRACK

159

STATIONS

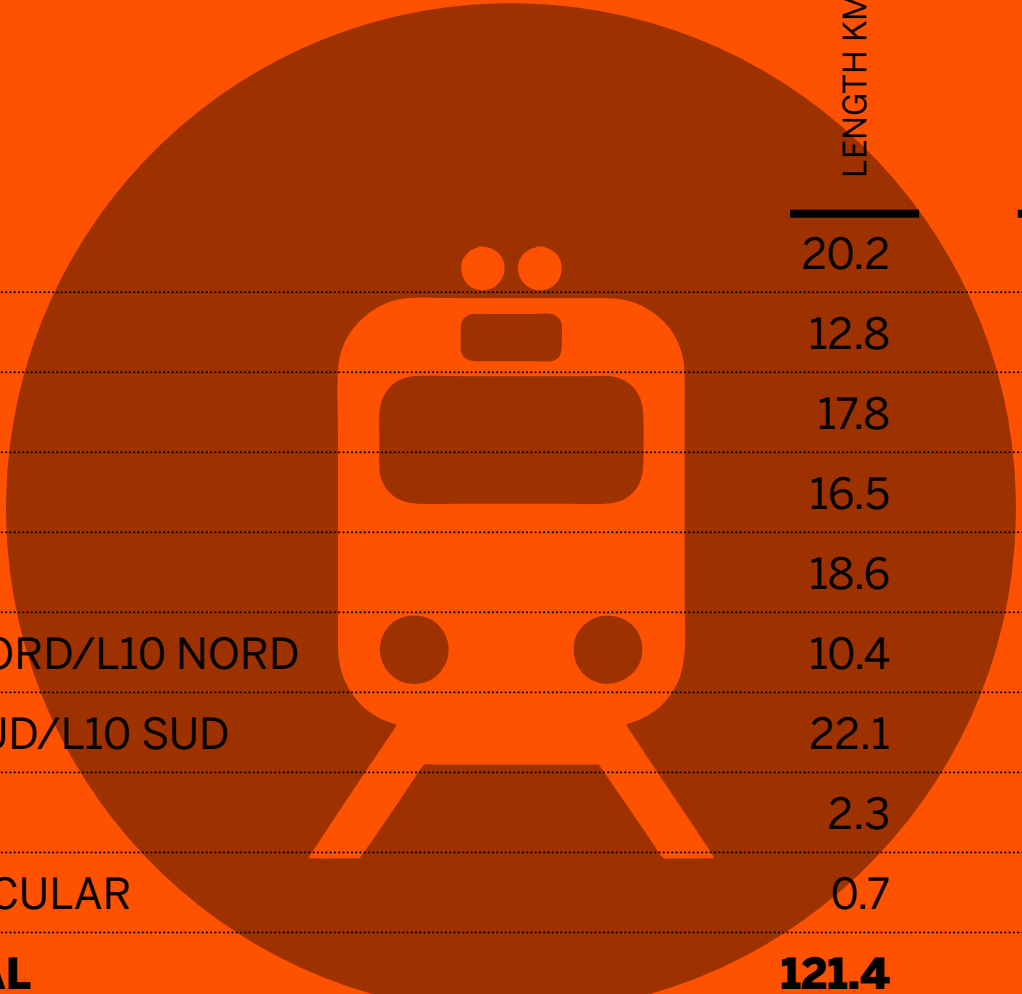
156

TRAINS



The TMB metro network connects Barcelona with towns of its metropolitan area.

SOURCE: TMB (31/12/2018)



	LENGTH KM	NUMBER OF STATIONS	TRAINS IN THE RUSH HOUR	FREQUENCY (RUSH HOUR)
L1	20.2	30	31	3'14"
L2	12.8	18	20	3'15"
L3	17.8	26	26	3'23"
L4	16.5	22	20	3'51"
L5	18.6	26	33	2'44"
L9 NORD/L10 NORD	10.4	12	6/4	* 6'04"
L9 SUD/L10 SUD	22.1	18	9/3	**7'21"
L11	2.3	5	2	7'30"
FUNICULAR	0.7	2	2	10'00"
TOTAL	121.4	159	156	

* Frequency is 6' in the individual section of L9 Nord and L10, and 3' in the common section-

* * Frequency is 7'21" in the individual section of L9 Sud and L10 Sud, and 2'04" and 5'16" in the common section (asymetric)

The metro service

With a wide timetable,
the TMB metro network serves
over 407 million passengers a year,
that is 39.7% of total passengers
of the metropolitan region.

TIMETABLES

Working days (from Mondays to Fridays),
Sundays and public holidays

5.00-24.00 H

Fridays and evenings before public holidays

5.00-2.00 H

Saturdays and evenings before 1 January,
24 June and other significant public holidays

CONTINUOUS SERVICE

24 December

CLOSES AT 23.00 H



Places-km (MILLIONS)

17,454.61



Cars-useful km (THOUSANDS)

94,365.34



Journeys (MILLIONS)

407.51



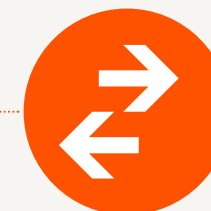
Passengers per car (USEFUL KM)

4.32



Passengers-km (PLACES-KM/1,000)

116.73



Average journey

5.00 km

CCM

Metro Control Centre

This Centre operates on a 365x24x7 basis, and uses state-of-the-art technology to guarantee the correct operation of the metro network.

The CCM fully manages all resources involved in operations of the metro network:

- **Movement of trains**
- **Assistance at stations**
- **Energy operation**
- **Information to customers**

Security of the network is managed from the Security and Civil Protection Centre (CSPC), located in the same building as the CCM.



91%

An adapted network

Today, 91% of the TMB Metro network is adapted for people with reduced mobility. Work is being done to adapt it to all the public, in consideration of the diversity of customers of the service (blind people, those with hearing and sight and impairment, children and the elderly. It improves acoustic information, screens with visual information, signage and reserved areas, etc.

A metro network with integral security




Security of people and installations, a model of adapted security contribute to new challenges, efficient, sustainable, innovative and coordinated with the resources public security.



Security in mobility, a culture of security railway where everyone is involved to identify and control risks of the activity to alleviate them, minimize them and guarantee the integrity of employees, the customers and the service.



Security of employees, a prevention policy occupational risks which contribute to improve health, security and the occupational well-being of employees as a condition of necessary effectiveness sustainability of the company.



28% **Automatic metro, a better service**

**Technology to achieve
maximum security,
more flexibility
more reliability, more
efficiency, more
information and a
personalized service.**
28% of the Barcelona
network trains operate
without a driver.

How does it work?



The automatic metro runs with an automatic driving system, so that it can operate without staff on board.

Advanced technology enables the remote control of resources, installations and infrastructures of the line, such as trains, lifts and escalators, ticket distributors and pay lines.

Trains are located, controlled and programmed from the Metro Control Centre (CCM).

Trains run at the assigned speed and stop at stations, following a preset programme. This may vary depending on the day and time slot, although the CCM can intervene at any time.

L9 Sud/L10 Sud
L9 Nord/L10 Nord
L11

34.8 kilometres

10 new interconnections

with other lines and services





Transports
Metropolitans
de Barcelona

Transports d'oci

www.tmb.cat



Barcelona Bus Turístic

The Barcelona Bus Turístic is the official tourist bus of the city. There are three different routes to plan a visit to Barcelona, with a single ticket. There is also a night itinerary in the summer.

3

ITINERARIES

77

DOUBLE-DECKER OPEN-TOP BUSES

4,550,000

ANNUAL PASSENGERS

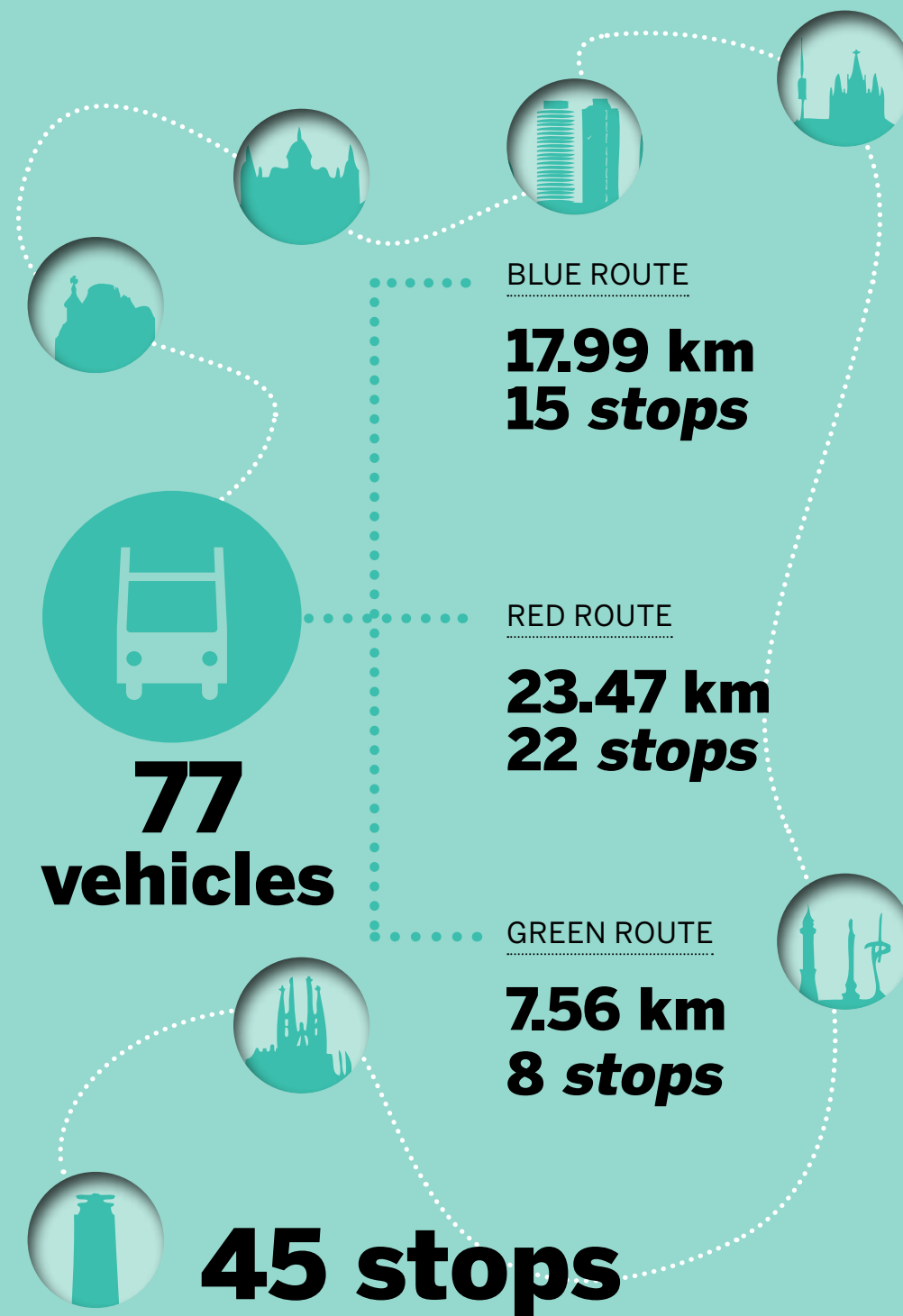
Barcelona Night Tour Bus

SPECIAL NIGHT SERVICE IN THE SUMMER

www.barcelonabusturistic.cat

A bus to see the best of Barcelona

The Red Route, the Blue Route and the Green Route, three different itineraries with a single ticket, to see the most emblematic places of the city, get off the bus, complete the visit on foot, get on the bus, continue on the same route or change at the connection points. And as many times as you want.



From 1987, a pioneer service



Every day of the year, except 1st January and 25th December

363 days



High frequency. A bus every 5 minutes in the high season

5 min



Audio in 16 languages

16



1 or 2 consecutive day ticket +
Children's and senior ticket (> 65 years or disability > 33%)

1 or 2 days



Exclusive discounts to enjoy the best museums, attractions,
performances and establishments

Discounts



High level of passenger satisfaction

+ 95%

From 1987, a pioneer service



Every day of the year, except 1st January and 25th December

363 days



High frequency. A bus every 5 minutes in the high season

5 min



Audio in 16 languages

16



1 or 2 consecutive day ticket +
Children's and senior ticket (> 65 years or disability > 33%)

1 or 2 days



Exclusive discounts to enjoy the best museums, attractions,
performances and establishments

Discounts



High level of passenger satisfaction

+ 95%

Barcelona Night Tour Bus



5,498
annual passengers

A unique night route.
This is a very special service of the Barcelona Bus Turístic: a special night tour by bus, leaving Plaça Catalunya, to discover the lights of the most emblematic places of the city.

From June to September: departures on Fridays, Saturdays and Sundays. Departures at 21.30 h. Approximate duration: 2 h and 30 min.

Montjuïc Cable Car



1,510,000
annual passengers

Barcelona from the sky

Refurbished in 2007, with the strictest safety measures. The cable car connects the city with the peak of the Montjuïc mountain, with its unique panoramic view of Barcelona.

The Montjuïc cable car has three stations: Parc Montjuïc - Castell - Mirador

752 METRES IN LENGTH

84.55 METRES OF SLOPE

12 SUPPORTS

55 CABINS

8 PASSENGERS PER CABIN

2,000 PASSENGERS/HOUR/DIRECTION

48 METRES MINIMUM DISTANCE BETWEEN CABINS

2.5-5 METRES/SECOND

Tramvia Blau

**THE TRAMVIA BLAU
IS TEMPORARILY CLOSED
FOR REFURBISHMENT
WORKS OF THE
INFRASTRUCTURE**

A unique means of transport

The Tramvia Blau dates back to 1901, and is the successor of the old Barcelona tram lines. It runs for 1,276 metres up to the foot of the Tibidabo cable car, surrounded by modernist and noucentista buildings, giving way to nature and the outstanding views of the city.

1,276 METRES ROUTE

93 METRES OF SLOPE

3.6 METRES/SECOND

48 PASSENGERS PER TRAM

32 SEATED PASSENGERS

16 STANDING PASSENGERS

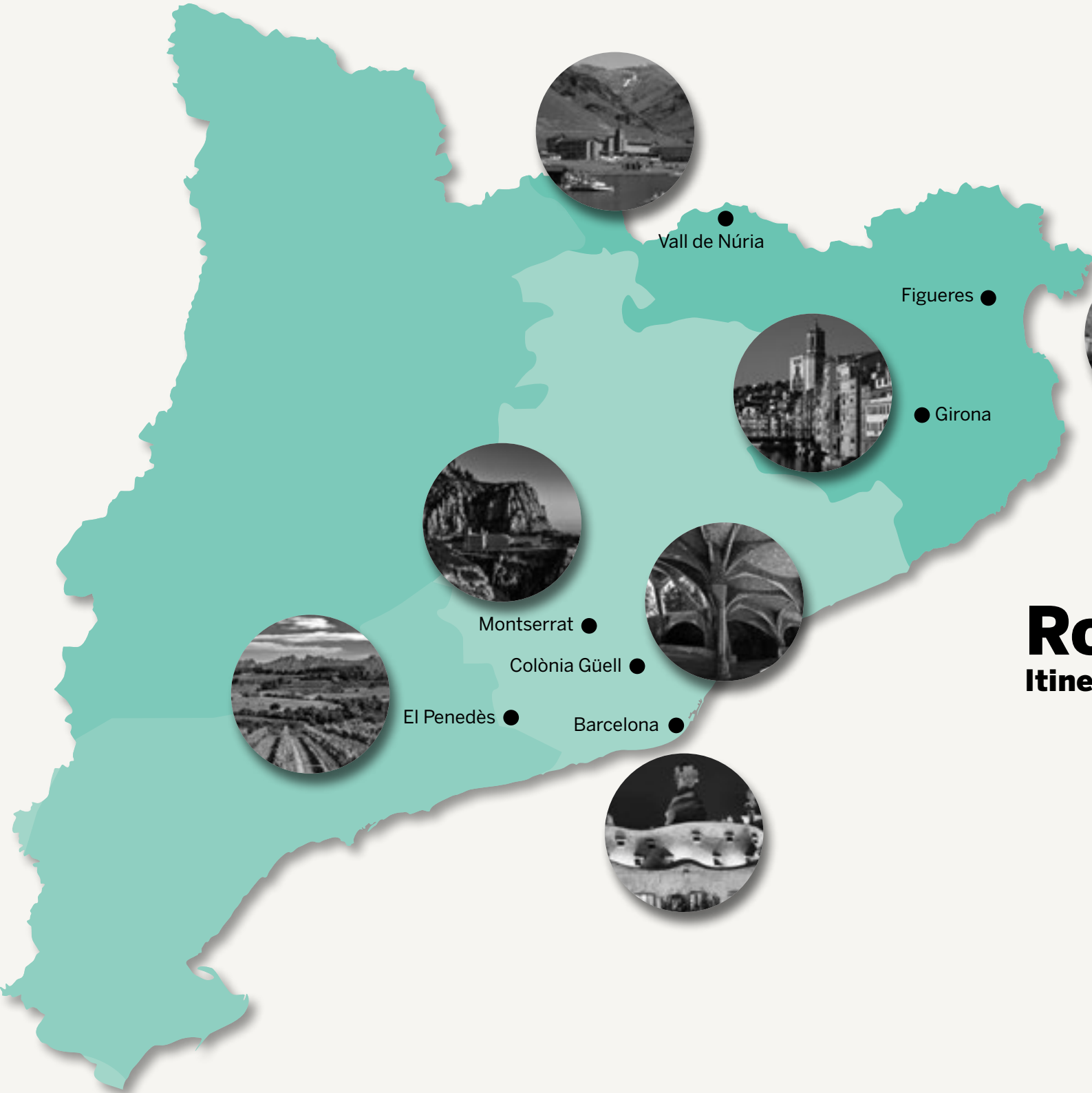
Catalunya Bus Turístic



**Departures from
Barcelona to discover
all the secrets of
Catalonia**

The Montserrat mountain and its Escolania choir, the surrealist art of Dalí, the wine and cava, the cities of Barcelona and Girona, the best gastronomy, authentic modernism, the Pyrenees and the valley of Núria, the best shopping, and much more.





Vall de Núria

Figueres

Girona

Montserrat

Colònia Güell

El Penedès

Barcelona

Routes 2019

Itineraries from Barcelona

You can consult information regarding this institutional presentation, with data from previous years, through the following link:



**Institutional
presentation of TMB
2017**

Thank you

